



BUILDING SAFETY

Deborah Mazoyer

Mission Statement:

The Building Safety Department is a team of professionals dedicated to providing exceptional customer service and through the spirit of cooperation and partnership with our citizens and development customers, we ensure a safer and stronger community.

Department Description:

The Building Safety Department is the central resource for building construction, code information, plan review, permit issuance and building construction inspection. The department consists of the building inspection, plan review, development services center and cross connection control divisions. Our core purpose is to protect the lives and safety of Glendale residents through the implementation of building, plumbing, mechanical and electrical codes.

FISCAL YEAR 2012

GOALS		
Goal	Administer and enforce construction codes and development regulations that produce a safe, durable, efficient, accessible, and sustainable built environment.	
Related Council Goal	One community with high quality services for citizens.	
Activities	Implement customer service enhancements at the public counter by offering services to improve responsiveness to our development customers.	
Expected Outcomes (Perf. Measures)	Review times for plans and applications will be reduced by 40%.	
Time Commitment	Implementation goal is June 30th, 2011.	
Expected Challenges	Time commitment for cross training of staff.	
Goal	Administer and enforce construction codes and development regulations that produce a safe, durable, efficient, accessible, and sustainable built environment.	



Related Council Goal	One community with high quality services for citizens.
Activities	Analyze and develop code amendments towards the adoption of the 2012 International Energy Code.
Expected Outcomes (Perf. Measures)	Have staff fully trained on the new energy code and procedures.
Time Commitment	Staff trained and code ready to adopt by June 30th, 2011.
Expected Challenges	Challenge to provide training for staff has been overcome by financial resources provided by an Energy Efficiency and Conservation Block Grant.

Area of Innovation:

- The department is currently involved with the Innovate Team on several processes. The certificate of occupancy process at the completion of a development project is one of the most complex as it involves over six departments. The goal is to make this process easier and less complex for both internal staff and the development customer.
- Building Safety and Development Services Center have created classes that are being offered to the public to assist in understanding the permit process and why permits are necessary. Three classes are currently being offered: Permits 101, Solar Installations, and How to Build a Patio Cover. We have partnered with Home Depot to provide the patio cover class at their store. These classes have become popular with citizens who anticipate building a project, or simply have questions about why permits are necessary.
- The group home process has been completed through the Innovate Team and is currently being implemented. Coordination of city requirements with outside agencies has become simplified and will actually save at least one trip to city hall for each applicant.

- Plans were approved and inspections continue for a 40,000 square foot school for West-MEC which will bring new education opportunities and jobs near the Glendale Municipal Airport. West-MEC's new facility will provide training for individuals who wish to enter the airframe-power maintenance program and fulfill FAA licensing requirements.
- Building Safety worked with the Police Department and has been successful in bringing over 15 businesses and residences into compliance with city regulations or in abating properties that were not able to be secured from entry.
- Development Services has implemented a new phone system allowing staff to spend more time directly assisting customers at the counter and achieving a \$400 per month cost savings.



	GOAL UPDATES
Goal	Provide responsive, proactive, efficient, consistent and cost- effective service.
Related Council Goal	One community with high quality services for citizens.
Was the goal met?	Monitoring and tracking progress on unsafe and damaged buildings continues to be an ongoing process. Quarterly status reports of all cases were reported to the Assistant Director. Additionally, a database was maintained for Council and management to obtain status of cases as needed.
What were the Performance Measures?	Staff provides quarterly reports on status of all cases to Assistant Director and Assistant Deputy City Manager. Plus, maintain database for communicating regularly to Council and management of case workload and status of cases.
Obstacles/Challenges	On several occasions it was difficult to indentify and contact the resident's legal owner, which prolonged the process. Also, due to the economy, several cases were not able to be abated in a timely manner due to the lack of resources of the property owner.
Goal	Administer and enforce construction codes and development regulations that produce a safe, durable, efficient and accessible built environment.
Related Council Goal	One community with high quality services for citizens.
Was the goal met?	Implementation of improvements in customer service at the public counter by cross training in other departments has enabled staff to exceed the goal of reviewing over 20% of over-the-counter plans throughout the year.
What were the	20% of all over-the-counter plans will be reviewed through the one-
Performance Measures?	stop shop by January 2011.
Obstacles/Challenges	Even with a reduction in staffing at the public counter, we were able to exceed this goal by continuing to cross train all staff in different areas of our department.

Area of Innovation:

- Implementation of first online permitting process to obtain permits for the replacement of water heaters. This aids the customer in complying with codes as adopted by the city of Glendale and eliminates the need for them to come to city hall which in turn saves them time. This practice also frees up parking spaces in our garage, cuts down on fuel consumption, vehicle wear and tear, traffic and pollution.
- Adjustments have been made to our printing procedures for the issuance of permits and



certificates of occupancy. Discontinuing the printing of one copy of each of these forms has saved time, money and wear and tear on our equipment. Both of these innovative ideas have provided "green" contributions to our everyday business.

- Completion of several large projects has taken place during this past year. Banner Thunderbird Hospital opened its new wing to patients and the renovation work to back fill the original hospital continues. Midwestern University completed several exciting large projects this past year including the optometry and dental clinics.
- This year, several building inspectors have cross trained in the Fire Marshall's Office and a plan technician cross trained in the Transportation Department. This cross training brings new skills and awareness to the Building Safety Department and strengthens relationships between departments.
- The Building Safety Department met the challenge of bringing many new economic development projects to fruition including Advanced Health Care, Phoenix Heart and Humana.
- Streamlined the record retrieval system which included scanning over 67,000 permits and other permit related documents.

GOAL UPDATES		
Goal	Publish departmental newsletter to increase public and customer awareness of development processes and requirements.	
Related Council Goal	One community with high quality services for citizens.	
Was the goal met?	Yes.	
What were the Performance Measures?	Publish newsletter quarterly, with each manager and supervisor submitting one article per newsletter.	
Obstacles/Challenges	None.	
Goal	Encourage and facilitate staff's continued education and training to effectively and efficiently perform their duties.	
Related Council Goal	One community with high quality services for citizens.	
Was the goal met?	Yes.	
What were the Performance Measures?	Develop internal training programs for interpretation of codes and development regulations.	
Obstacles/Challenges	None.	



Building Safety

FUND NUMBER / BUDGET BY PROGRAM	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
(1000) Building Safety	\$2,665,919	\$1,980,628	\$1,979,628	\$1,895,038	-4%
(1000) Development Services Center	\$568,993	\$444,676	\$444,676	\$425,102	-4%
(2400) Cross Connection Control	\$212,090	\$220,067	\$261,067	\$225,125	2%
Total - Building Safety	\$3,447,002	\$2,645,371	\$2,685,371	\$2,545,265	-4%

BUDGET BY CATEGORIES OF EXPENDITURES	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
Wages/Salaries/Benefits	\$3,276,649	\$2,532,664	\$2,616,573	\$2,566,247	1%
Supplies and Contracts	\$46,918	\$119,497	\$83,157	\$110,421	-8%
Internal Premiums	\$66,052	\$64,111	\$64,111	\$50,443	-21%
Internal Service Charges	\$57,383	\$60,757	\$53,188	\$54,545	-10%
Work Order Credits		(\$131,658)	(\$131,658)	(\$236,391)	80%
Total - Building Safety	\$3,447,002	\$2,645,371	\$2,685,371	\$2,545,265	-4%

STAFFING BY PROGRAM	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
(1000) Building Safety	26	21	21	21	0%
(1000) Development Services Center	10	6	6	6	0%
(2400) Cross Connection Control	2.75	2.75	2.75	2.75	0%
Total -Building Safety	38.75	29.75	29.75	29.75	0%



CODE COMPLIANCE

Sam McAllen

Mission Statement:

To maintain established community standards that preserve and promote the health, safety and living environment of the community and neighborhoods.

Department Description:

Code Compliance is responsible for enforcing multiple city codes that promote safe, clean, and healthy living environments for our community and neighborhoods.

FISCAL YEAR 2012

GOALS		
Goal	Provide proactive code enforcement services in residential neighborhoods that promote a safe, clean, and healthy living environment for our community and neighborhoods.	
Related Council Goal	One community with strong neighborhoods.	
Activities	Conduct proactive code enforcement services in residential neighborhoods with the objective of eliminating code violations and preventing the negative impact of blight, deterioration, and unsafe conditions.	
Expected Outcomes (Perf. Measures)	Code Compliance staff will generate 10,000 proactive code compliance cases.	
Time Commitment	This is an ongoing citywide effort that will continue throughout the year to proactively identify and address code violations while reducing the need for residents to report code violations.	
Expected Challenges	Staff may be challenged to conduct proactive inspections during times of significant increases in reports of code violations, such as during periods of significant vegetation growth following substantial precipitation.	
Goal	Maintain community standards that promote a safe, clean, and healthy living environment through prompt and effective response to citizen's calls for service.	
Related Council Goal	One community with strong neighborhoods.	
Activities	Conduct responsive code enforcement services to ensure compliance with city codes and ordinances that eliminate unsafe conditions and prevent the deterioration of residential neighborhoods.	
Expected Outcomes (Perf. Measures)	Code Compliance adopted the goal of responding to 95% of citizen's calls for service within 2 business days.	



Time Commitment	This is an ongoing citywide effort to provide prompt and efficient service to all residents of Glendale.
Expected Challenges	Staff will be challenged to accomplish this goal due to current staffing levels and unavailability of staff due to mandatory furloughs and reduced weekday availability as Code Compliance inspectors are required to take time off due to providing weekend coverage.

Area of Innovation:

• The Code Compliance Department is responsible for enforcing illegal sign violations including managing the removal of illegal signs that create visual blight along the city's rights of way. For the past few years this has been accomplished by utilizing a combination of paid inspection staff and volunteers to remove illegal signs. With the reduction of inspection staff due to budget constraints, the task has become more difficult to accomplish. The use of volunteers to remove illegal signs was increased in an effort to maintain a safe, clean and appealing streetscape. This was accomplished by increasing the number of hours and days that volunteers work removing illegal signs. This increase in volunteer work time has allowed Code Compliance inspection staff the ability to concentrate on identifying and eliminating unsafe conditions and code violations within residential neighborhoods.

- Code Compliance staff and volunteers continued to remove the visual blight created by illegal temporary signs on the city's right-of-way. A total of 12,936 signs have been removed from city right-of-way through February 2011.
- Code Compliance Supervisor Jim Trammel and Code Compliance volunteers were featured in a News Channel 3 broadcast (November 18, 2010) highlighting the Department's illegal sign enforcement and removal efforts.
- Code Compliance utilized Community Development Block Grants (CDBG) funds to identify and eliminate blighted conditions within Glendale neighborhoods. CDBG funds were used to abate violations on 67 vacant and foreclosed properties at a cost of \$9,234 through February 2011.
- The Code Compliance Department contacted all political campaigns participating in the 2010 Primary and General Elections and informed them of Glendale's political sign code and legal political sign posting requirements.

GOAL UPDATES	
Goal	Provide proactive code enforcement services in residential neighborhoods that promote a safe, clean, and healthy living environment for the community.
Related Council Goal	One community with strong neighborhoods.



This goal is on track to be successfully completed. Through
February 2011, Code Compliance staff has proactively generated
7,822 cases.
Code Compliance staff will proactively generate 10,000 code
compliance cases.
No challenges encountered.
Maintain community standards that promote a safe, clean, and
healthy living environment through prompt and effective response to
resident calls for service.
One community with strong neighborhoods.
This goal has not been met. As of the end of February 2011, Code
Compliance staff has responded to 91% of resident calls for service
within two business days.
To ensure prompt response to calls for service Code Compliance
adopted the goal of responding to 95% of calls from citizens within
two business days.
The primary obstacle contributing to this goal not being
accomplished is the lack of inspection staff available to respond to
resident calls on weekdays. This reduction is the result of less
inspection staff, mandatory furloughs, and reduced weekday
availability as Code Compliance inspectors are required to take time
off on weekdays after they have provided weekend coverage.

Area of Innovation:

The Code Compliance Department has been able to maintain a high level of service delivery to residential neighborhoods by applying for grant funds that can be used to eliminate blight and deterioration. The Department applied for and received CDBG funds that are being used to identify and eliminate code violations in low to moderate income neighborhoods. The CDBG funds are being used in a partnership with the Community Partnerships Department to share the cost of an inspector who conducts proactive code inspections in designated residential neighborhoods. These proactive inspections serve to identify and eliminate code violations that contribute to blight and deterioration of the impacted residential neighborhoods. The CDBG funds are also being used to abate code violations on vacant foreclosed properties that are creating blighted or deteriorated conditions within residential neighborhoods. When foreclosed properties become vacant, the properties deteriorate resulting in city code violations such as overgrown vegetation, trash and debris, broken windows and doors, and graffiti. These blighted conditions are detrimental to the public's health, safety, and property values and negatively impact the livability of the affected neighborhoods. Obtaining CDBG funds helps fund the abatement of many more city code violations that would otherwise be addressed using only the department's operating budget.



- The department has been extremely busy throughout the city managing over 12,000 cases through the end of March 2010. Code Compliance staff has been working very hard to provide prompt and effective customer service by proactively initiating 69% of all cases handled this fiscal year.
- The department applied for and was awarded a CDBG for over \$76,000 to identify and eliminate code violations at vacant properties that are creating unsafe slum and blight conditions in residential neighborhoods.

	GOAL UPDATES
Goal	Provide an increased level of proactive services in residential neighborhoods.
Related Council Goal	One community with strong neighborhoods.
Was the goal met?	Partially, the major part of this goal is on track to be met by generating over 8,900 proactive code cases through the third quarter. However, only 536 volunteer hours have been accumulated, so the goal has not been completely met.
What were the Performance Measures?	Generate 10,000 new proactive code cases citywide, and maintain sufficient volunteer staff to provide a minimum of 1,500 hours of volunteer service.
Obstacles/Challenges	Recruiting and maintaining sufficient volunteer services has been the key challenge to meeting this goal.
Goal	Increase community awareness of city codes and enforcement procedures.
Related Council Goal	One community with high quality services for citizens.
Was the goal met?	Yes, this goal had been met by the continued participation in Glendale University and several neighborhood programs as well as having updated the department's website with more current and bilingual information. Additionally, a property maintenance brochure has been updated to include bilingual information.
What were the Performance Measures?	 Continue to participate in Glendale University. Participate in six neighborhood programs to provide neighborhood specific city code information. Update the department's website and printed materials to include bilingual information.
Obstacles/Challenges	None.



Code Compliance

FUND NUMBER / BUDGET BY PROGRAM	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
(1000) Code Compliance	\$1,468,073	\$1,368,354	\$1,368,354	\$1,295,976	-5%
Total - Code Compliance	\$1,468,073	\$1,368,354	\$1,368,354	\$1,295,976	-5%

BUDGET BY CATEGORIES OF EXPENDITURES	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
Wages/Salaries/Benefits	\$1,335,273	\$1,300,025	\$1,300,025	\$1,299,776	0%
Supplies and Contracts	\$48,599	\$56,866	\$56,866	\$51,108	-10%
Internal Premiums	\$30,306	\$32,064	\$32,064	\$25,808	-20%
Internal Service Charges	\$53,895	\$47,478	\$47,478	\$50,107	6%
Work Order Credits		(\$68,079)	(\$68,079)	(\$130,823)	92%
Total - Code Compliance	\$1,468,073	\$1,368,354	\$1,368,354	\$1,295,976	-5%

STAFFING BY PROGRAM	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
(1000) Code Compliance	21.5	19	19	19	0%
Total -Code Compliance	21.5	19	19	19	0%



PLANNING Jon Froke

Mission Statement:

The Glendale Planning Department provides professional quality customer service in a friendly and responsive manner. The mission includes:

- Assist elected and appointed officials in planning for future land use, development and redevelopment in harmony with community values.
- Facilitate community involvement in the decision making process.
- Facilitate decision making through Glendale's Boards & Commissions.
- Administer adopted regulations and guidelines in a fair and impartial manner.
- Manage the general plan, zoning, subdivision and design review process efficiently.
- Resolve to the best of our ability the inevitable issues and conflicts associated with changing land use and development.

Department Description:

The Planning Department has three major functions: long range planning and research, current planning, and planning administration. All three major functions provide service to internal and external customers to service the community.

The long range planning and research function is responsible for the long-range physical General Plan, special studies, research, quarterly population estimates, annexation analysis and application processing. In addition, the division administers the Historic Preservation Ordinance and the related program, coordinates preparation of national and local register nominations and staffs the Historic Preservation Commission.

The current planning and zoning administration function manages the review of land use applications including minor General Plan amendments, rezoning requests, conditional use permits, preliminary and final plats, residential and commercial reviews, variance requests, group home review, appeals, zoning administrative review and relief requests, commercial tenant improvements, special events, liquor licenses, business license reviews, group homes and custom home reviews and geographic information systems and mapping services.

The department has a secondary function which is administration. This function is just as valuable as the three major functions as it also provides service to internal and external customers to service the community.

The administration function prepares staff reports and ensures compliance for City Council, the Planning Commission, the Historic Preservation Commission and Board of Adjustment Workshops and public hearings. This function also ensures proper advertising and notification processes are complete and in conformance with state open meeting laws. The administrative support function manages the departmental budget, request for service inquiries and provides staff support for City Council, the Planning Commission, the Historic Preservation Commission and Board of Adjustment public workshops and public hearings.



	GOALS
Goal	Maintaining superior customer service to internal and external customers.
Related Council Goal	One community with high quality service for citizens.
Activities	Staff will need to be flexible and creative in making sound decisions. Management will need to continue keeping staff informed of managerial decisions that may impact future decision making.
Expected Outcomes	Maintain customer satisfaction at 90% good, excellent, or
(Perf. Measures)	greater.
Time Commitment	The expected outcome is an ongoing effort as the department belief is we are a world class Planning Department.
Expected Challenges	The goal will continue to be challenging because the department is operating with limited staff while the work demand varies day-to-day.
Goal	Modify planning tools to meet current demands for city development.
Related Council Goal	One community with strong neighborhoods.
Activities	 Adopt an updated zoning ordinance. Implementation of the Glendale Centerline Initiative. Adopt updated commercial and industrial design expectations.
Expected Outcomes (Perf. Measures)	Adoption of these three documents.
Time Commitment	Staff will have to commit to the goal on an ongoing basis. There will need to be research, draft document reviews and revisions, and conduct neighborhood meetings and the required public hearings. Staff anticipates that all updates can be completed within this fiscal year.
Expected Challenges	Anticipated challenges may include adjustments to the schedule.

FISCAL YEAR 2011

Area of Innovation:

• The Group Home application process was shortened by reducing the number of steps from 40 to 30, a 25% reduction. Also, by training the Development Services Center staff to assist with the processing of applications, a reduction in the review time went from 2 to 3 days to only 24 hours.



Accomplishments:

- Adopted a text amendment to enact reasonable zoning regulations to regulate medical marijuana, as permitted by the voter approved Proposition 203.
- Revamped the Historic Preservation Program in a manner that allows it to continue to be an asset to Glendale. Obtained funding to complete the rehabilitation of the Myrtle Avenue Cultural Gateway.

	GOAL UPDATES					
Goal	Redevelopment of the Glendale Centerline.					
Related Council Goal	One community with a vibrant city center.					
Was the goal met?	No.					
What were the Performance Measures?	Adoption of the Glendale Centerline Overlay District.					
Obstacles/Challenges	The time frame for Glendale Centerline process.					
Goal	Support the City Council Sustainability Committee.					
Related Council Goal	One community with high quality services for citizens.					
Was the goal met?	Yes.					
What were the Performance Measures?	Increase public understanding of Glendale Centerline Overlay, add additional historic resources to the National Register, and complete all annexation requests by property owners.					
Obstacles/Challenges	The time frame for the process was a challenge.					

FISCAL YEAR 2010

Area of Innovation:

• Provide all development team comments to the applicant prior to the pre-application meeting.

- Prepared the Glendale Centerline Overlay District Ordinance.
- Prepared the zoning ordinance update.

GOAL UPDATES					
Goal	Redevelopment of the Glendale Centerline.				
Related Council Goal	One community with a vibrant city center.				
Was the goal met? No.					
What were the Performance Measures?	Adoption of the Glendale Centerline Overlay Ordinance.				
Obstacles/Challenges	The timeframe for Glendale Centerline process.				



Goal	Enhance the General Plan and Historic Preservation by planning for the future and preserving the past.
Related Council Goal	One community with a vibrant city center. One community with strong neighborhoods.
Was the goal met?	Yes.
What were the Performance Measures?	Increase public understanding of Glendale Centerline Overlay, add additional historic resources to the National Register, and complete all annexation requests by property owners.
Obstacles/Challenges	None, except the timeframe.



Planning

FUND NUMBER / BUDGET BY PROGRAM	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
(1000) Current Planning	\$543,780	\$512,837	\$512,837	\$323,844	-37%
(1000) Long-Range Planning & Research	\$383,846	\$135,149	\$135,149	\$126,988	-6%
(1000) Planning Administration	\$350,565	\$341,167	\$340,167	\$323,524	-5%
Total - Planning	\$1,278,191	\$989,153	\$988,153	\$774,356	-22%

BUDGET BY CATEGORIES OF EXPENDITURES	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
Wages/Salaries/Benefits	\$1,285,572	\$956,780	\$956,780	\$782,372	-18%
Supplies and Contracts	\$37,051	\$58,336	\$57,336	\$57,200	-2%
Internal Premiums	\$17,710	\$16,757	\$16,757	\$12,361	-26%
Internal Service Charges	\$4,544	\$4,149	\$4,149	\$2,694	-35%
Work Order Credits	(\$66,686)	(\$46,869)	(\$46,869)	(\$80,271)	71%
Total - Planning	\$1,278,191	\$989,153	\$988,153	\$774,356	-22%

STAFFING BY PROGRAM	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
(1000) Current Planning	10	6	4	4	-33%
(1000) Long-Range Planning & Research	4	2	2	2	0%
(1000) Planning Administration	5	3	3	3	0%
Total -Planning	19	11	9	9	-18%



Community Dev Admin

FUND NUMBER / BUDGET BY PROGRAM	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
(1000) CD Deputy City Manager	\$164,257	\$195,964	\$195,964	\$186,405	-5%
Total - Community Dev Admin	\$164,257	\$195,964	\$195,964	\$186,405	-5%

BUDGET BY CATEGORIES OF EXPENDITURES	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
Wages/Salaries/Benefits	\$161,717	\$199,313	\$199,313	\$199,681	0%
Supplies and Contracts	\$1,013	\$5,756	\$5,756	\$6,194	8%
Internal Premiums	\$1,179	\$1,602	\$1,602	\$1,075	-33%
Internal Service Charges	\$348	\$173	\$173	\$170	-2%
Work Order Credits		(\$10,880)	(\$10,880)	(\$20,715)	90%
Total - Community Dev Admin	\$164,257	\$195,964	\$195,964	\$186,405	-5%

STAFFING BY PROGRAM	FY 2010 Actual	FY 2011 Budget	FY 2011 Estimate	FY 2012 Budget	Percent Over FY 2011 Budget
(1000) CD Deputy City Manager	1	1	1	1	0%
Total -Community Dev Admin	1	1	1	1	0%